

# Dazzle®

## Universal 8 in 1 Reader/Writer™

### User's Guide



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Revision C 2/5/03

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# Introduction



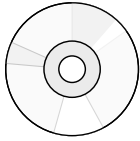
## Congratulations!

You have just purchased the Dazzle Hi-Speed Universal 8 in 1 Reader/Writer™.

The Dazzle Hi-Speed Universal 8 in 1 Reader/Writer (referred to as Universal Reader/Writer throughout this guide) is the last reader you will ever need. The Universal Reader/Writer can read and write to all the most common digital media types. Transferring pictures and other files to your computer has never been faster or easier.

You can connect your Universal Reader/Writer to computers with USB 1.1 (Full-speed) or USB 2.0 (Hi-Speed) ports. If your computer has a USB 2.0 port, data is transferred at a much faster rate.

# What's Included



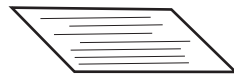
Dazzle Installation CD



Base



Universal Reader/Writer



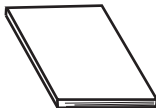
Online Registration  
(included on CD)



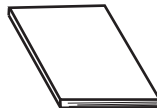
Warranty Certificate



OnDVD  
User's Guide  
(Included on CD)



Universal Reader/Writer  
User's Guide  
(Included on CD)



Universal  
Reader/Writer  
Quickstart Guide  
(included on inside  
of packaging)



Dazzle's North American  
Technical Resource Center  
Information  
(Included on CD)

## About This Guide

This Guide explains how to use the Dazzle Universal Reader/Writer. Following is a description of each section:

“Getting Started” lists the minimum system requirements for the Universal Reader/Writer, explains how to register your Dazzle product, provides a hardware overview and a software overview, and describes the software and hardware installation process for PC and Macintosh computers.

“Using the Universal Reader/Writer” shows you how to insert, access, format, and remove digital media cards on PC and Macintosh computers.

“Troubleshooting” provides solutions to possible problems and answers frequently asked questions.

“Technical Support” provides information on Dazzle’s North American and European Technical Resource Centers, and tells you how to contact Dazzle Technical Support.

# Getting Started

## Minimum System Requirements

To use the Universal Reader/Writer, your computer system must meet the following minimum requirements:

### **PC Requirements**

USB Port

USB 2.0 port for maximum performance

500MHz or faster processor

Windows® 98 SE, Me, XP, or 2000

CD-ROM Drive (for driver software and bonus software installation)

1MB free disk space

### **Macintosh Requirements**

G3 processor or faster (iMac, iBook, PowerBook, PowerMac G3 and G4)

USB Port

USB 2.0 port for maximum performance

Mac OS 9.x or higher

CD-ROM Drive (for software installation)

1MB free disk space

### **Dazzle OnDVD Software (PC Only) Requirements**

500MHz or faster processor

50MB free disk space

Windows® 98 SE, 2000, Me, or XP

64MB RAM minimum (128MB recommended)

PC must have sound card

CD Burner for VCD creation

CD/DVD-ROM drive for software installation

DVD player must support Video CD format and either CD-R or CD-RW media

# Registering Your Dazzle Universal Reader/Writer

Thank you again for purchasing the Dazzle Universal Reader/Writer. In order for us to better serve you, we encourage you to register your Universal Reader/Writer as soon as possible. Registering your Universal Reader/Writer entitles you to the following benefits:

- Free periodic driver software updates (when available)
- Technical Resources from Dazzle

## Registering On a PC

To register on a PC, insert your Dazzle Installation CD in your CD/DVD-ROM drive, select your language, and then click **Install Dazzle OnDVD** in the Installer Main menu. During the OnDVD installation, the Product Registration Form appears (English only). For more information on the PC Installer, see [“Installing the Software On a PC” on page 9.](#)

When the Product Registration Form appears, click **Register Online** to register your Universal Reader/Writer on the Web or click **Other Method** to register by e-mail, modem, or fax.



## Registering On a Macintosh

To register on a Macintosh, go to [www.onlineregister.com/dazzle/cgi/index.cgi](http://www.onlineregister.com/dazzle/cgi/index.cgi).

# Hardware Overview

The Universal Reader/Writer makes it easy to read files directly off digital media cards. The Universal Reader/Writer can read/write CompactFlash Type I and II, IBM Microdrive, Memory Stick, SmartMedia, MultiMediaCards, and SD Cards. You can connect your Universal Reader/Writer to computers with USB 1.1 (Full-speed) or USB 2.0 (Hi-Speed) ports. If your computer has a USB 2.0 port, data is transferred at a much faster rate.



**Universal Reader/Writer/Front View**



**Universal Reader/Writer/Rear View**

# Software Overview

## Driver Software

The PC driver software is required for Windows 98 SE and 2000. It is not required for Windows Me or XP. The Macintosh driver software is required for Mac OS 9.x. It is not required for Mac OS X (version 10.1.2 or above). If you are running a Mac OS X version prior to 10.1.2, please contact Apple for an upgrade. PC and Macintosh Installation instructions are provided on the following pages.

## Dazzle OnDVD™ (PCs only)

Digital cameras allow you to take an unlimited number of pictures that quickly pile up on your computer and become difficult to manage. With OnDVD, you can take your digital pictures, arrange them in a timeline, edit your photos, add background music and burn a slideshow to a CD which can be played back on a home DVD player. You can install OnDVD following the instructions on [page 11](#) of this guide. After installing OnDVD, you can launch it from the **Start>Programs>OnDVD** menu. For a tutorial on creating Slideshows, refer to your *OnDVD User's Guide* (included on the Dazzle Installation CD).

\*Adobe® Acrobat® Reader 5 is provided for PC and Macintosh users who do not have it already installed on their systems. You need this application to read the supplied electronic users' guides.



# Installing the Software On a PC

The Dazzle Installation CD includes the following PC software components:

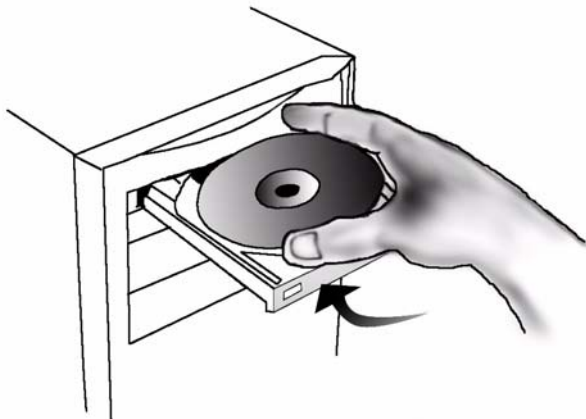
- Hardware drivers (Windows 98 SE and 2000 only)
- Dazzle OnDVD software
- Adobe Acrobat Reader (required for electronic documentation)
- Dazzle Technical Resource Center Information (North America only)\*
- Dazzle Products Demo
- Dazzle Online Registration (English only)
- Electronic Users' Guides

\*For information on Dazzle's European Technical Resource Center, see [page 40](#) of this guide. You can also find information on Dazzle's North American Technical Resource Center on [page 39](#) of this guide.

**Important Note:** To begin using your Universal Reader/Writer with Windows Me or XP, you do not need to install any software. Simply connect the reader/writer to your computer's USB port and access your media using the **Removable Disk** icons located in **My Computer**, [as explained later in this guide](#). If you are using Windows 98 SE or 2000 you must follow the installation procedure below to install the required driver (before connecting the Universal Reader/Writer).

To install the Dazzle software, follow the steps below. To avoid complications during the installation process, please follow the steps in order.

- 1.** Insert the Dazzle Installation CD in your computer's CD-ROM/DVD-ROM drive.



The auto-run program launches the setup application and then the Language screen appears, as shown in the example below for North America.

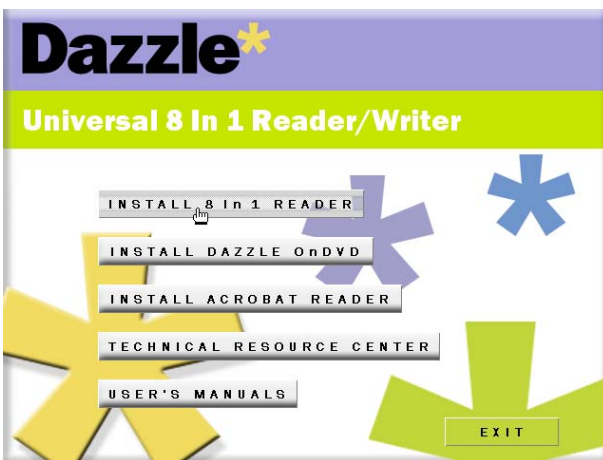
**Note:** The European installer also displays Italian and German.

If the installer does not begin automatically, open **My Computer**, double-click the drive letter corresponding to your CD/DVD-ROM drive, and then double-click the **Setup** application file.



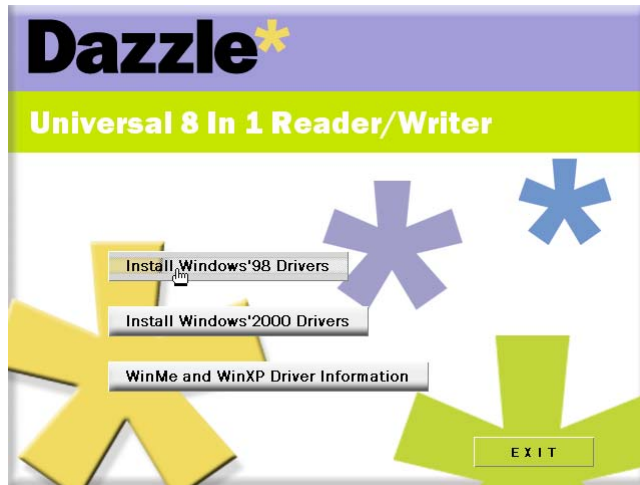
**2.** Select your Language.

The Installer Main menu appears.



**3.** Click the **Install 8 in 1 Reader** button.

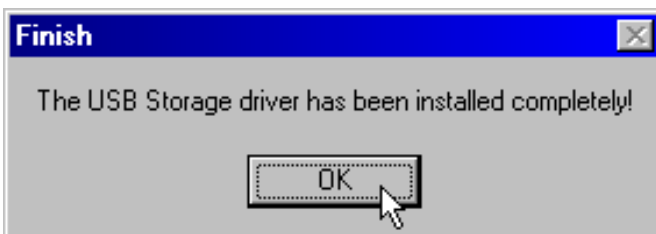
The Install Drivers menu appears.



4. Click the **Install Drivers** button for your Operating System.

Depending on your Operating System, a confirmation dialog box may ask whether you're sure you want to install the driver.

A dialog box confirms the driver installation.



5. Click **OK** in the confirmation dialog box to complete the installation and return to the Installer Main menu.

**Important:** If you want to install Dazzle OnDVD, click **Install Dazzle OnDVD** in the Installer Main menu and follow the screen directions. During the OnDVD installation, you can also install the Dazzle Demo software and register your Dazzle product. For an OnDVD tutorial on creating Slideshows, refer to the supplied *OnDVD User's Guide* (requires Adobe Acrobat Reader 5). If you do not have Acrobat 5 Reader installed, click **Install Acrobat Reader** in the Installer Main menu and follow the screen directions.

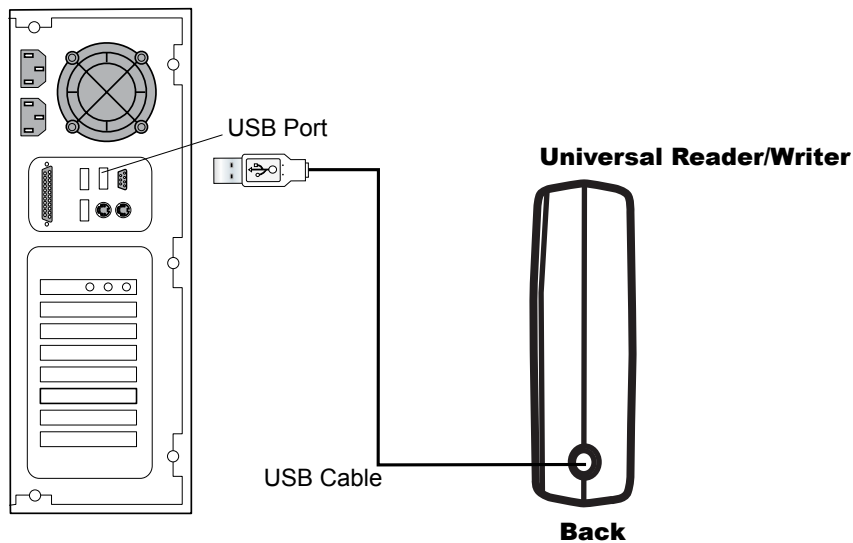
# Hardware Installation on a PC

After you install the Universal Reader/Writer software, you can install the hardware.

## Connecting to a Computer's USB Port

Connect the USB cable (attached to the back of the Universal Reader/Writer) to the USB port on your computer.

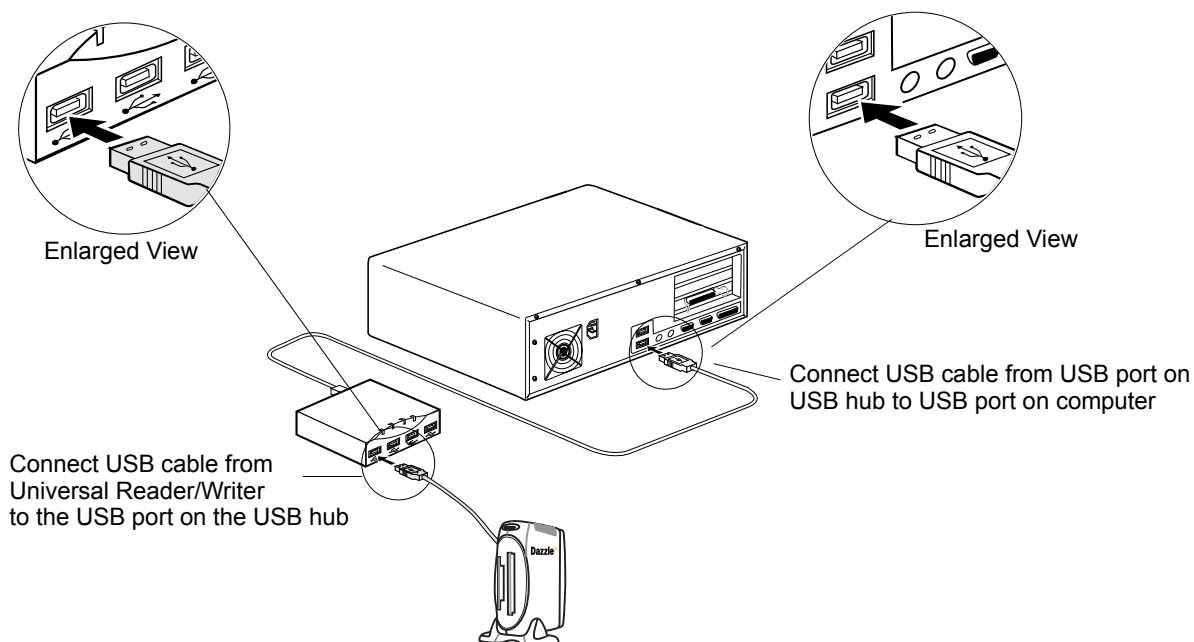
**Note:** Be sure the cable is properly aligned before connecting and do not force the connection.



## Connecting to a USB Hub

1. Connect the USB hub (purchased separately) to your computer's USB port.
2. Connect the Universal Reader/Writer USB cable to a port on the USB hub.

**Note:** Be sure the cable ends are properly aligned before connecting and do not force the connection.



# Installing the Software On a Macintosh

The Dazzle Installation CD includes the following Macintosh software components:

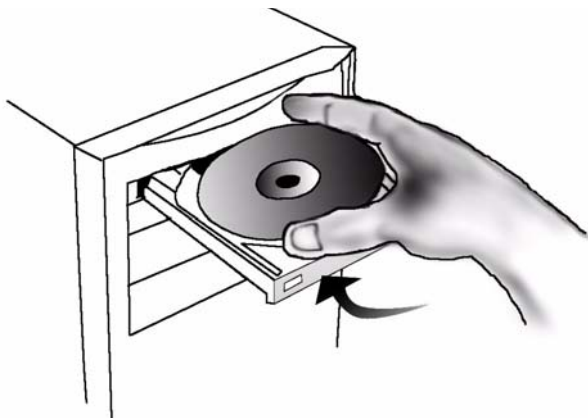
- Hardware drivers (Mac OS 9.x only)
- Adobe Acrobat Reader (required for electronic documentation)
- Dazzle North American Technical Resource Center Information\*
- Dazzle Products Demo
- Dazzle Online Registration (English only)
- Electronic User's Guide (English only)

\*For information on Dazzle's European Technical Resource Center, see [page 40](#) of this guide. You can also find information on Dazzle's North American Technical Resource Center on [page 39](#) of this guide.

**Note:** To begin using your Universal Reader/Writer with Mac OS 10.1.2 and above, you do not need to install any software. Simply connect the reader/writer to your Mac's USB port and insert your media card.

To install the required drivers for Mac OS 9.x, follow the steps below. To avoid complications during the installation process, please follow the steps in order.

- 1.** Start your Macintosh and close all open applications.
- 2.** Insert the provided Universal Reader/Writer Installation CD in your Mac's CD-ROM/DVD-ROM drive.



- 3.** Double-click the **8-In-1 Reader Drivers** Installer Icon.



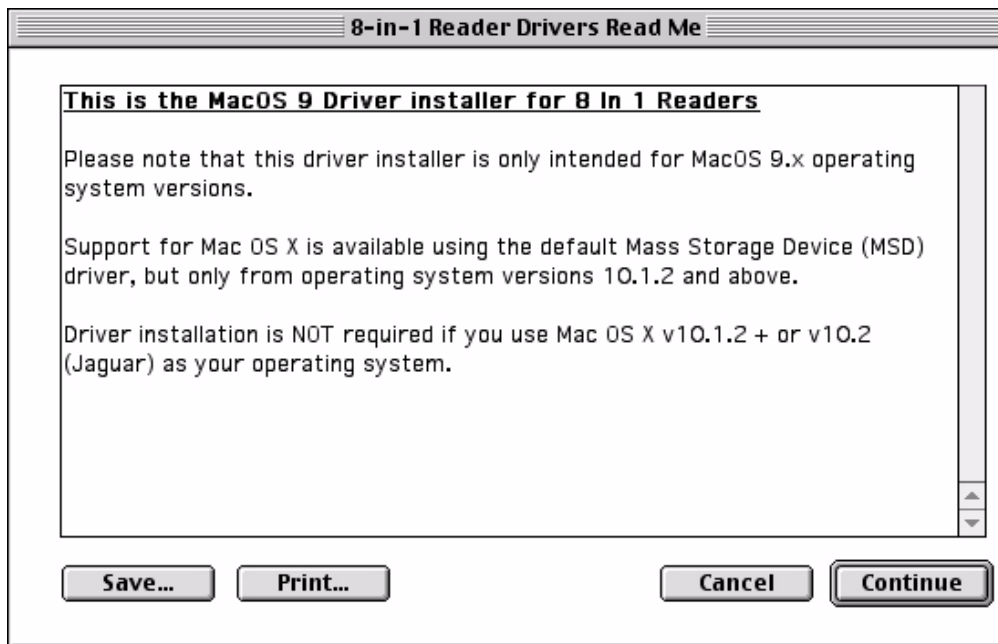
8-in-1 Reader Drivers

A Splash screen appears.



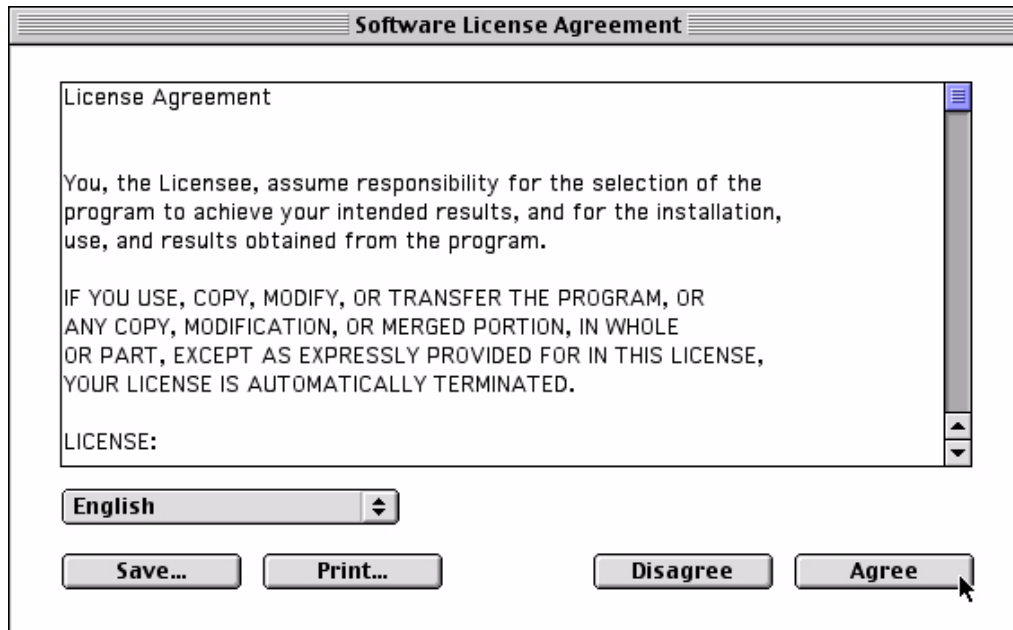
4. Click **Continue** in the Splash screen.

A Read Me screen explains that the drivers are only required for Mac OS 9.x and are not required for Mac OS 10.1.2 and above.



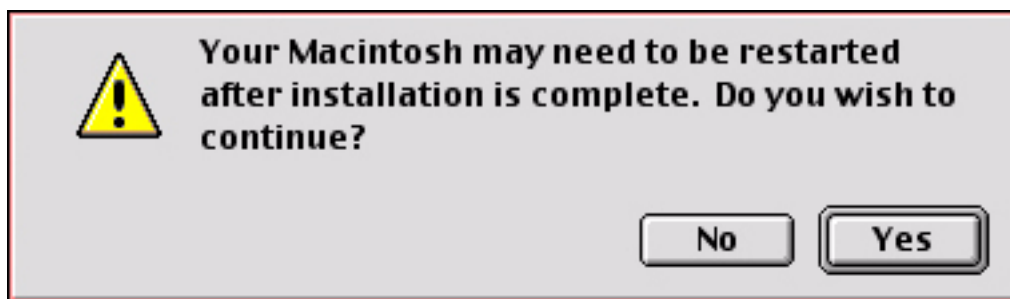
5. Click **Continue** in the Read Me screen.

The License Agreement screen appears. To use the Universal Reader/Writer, you must agree to the terms of the license.



6. Click **Agree** to accept the terms of the license agreement.

A dialog box (similar to the figure below) appears that says you may have to restart your Macintosh after installing the software,



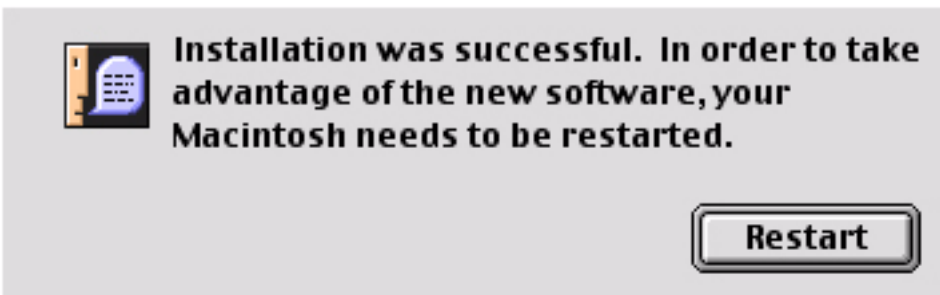
7. Click **Yes** to continue.

Your Macintosh begins the installation and a status bar displays the installation progress.

**Note:** The driver installation should take only a few seconds.



A final dialog box appears that says the installation was successful and your Macintosh needs to be restarted.



8. Click **Restart** in the dialog box to restart your Macintosh.

**Important:** To read the electronic documentation, you need Adobe Acrobat Reader 5. If you do not have Acrobat Reader 5 installed, follow the steps below:

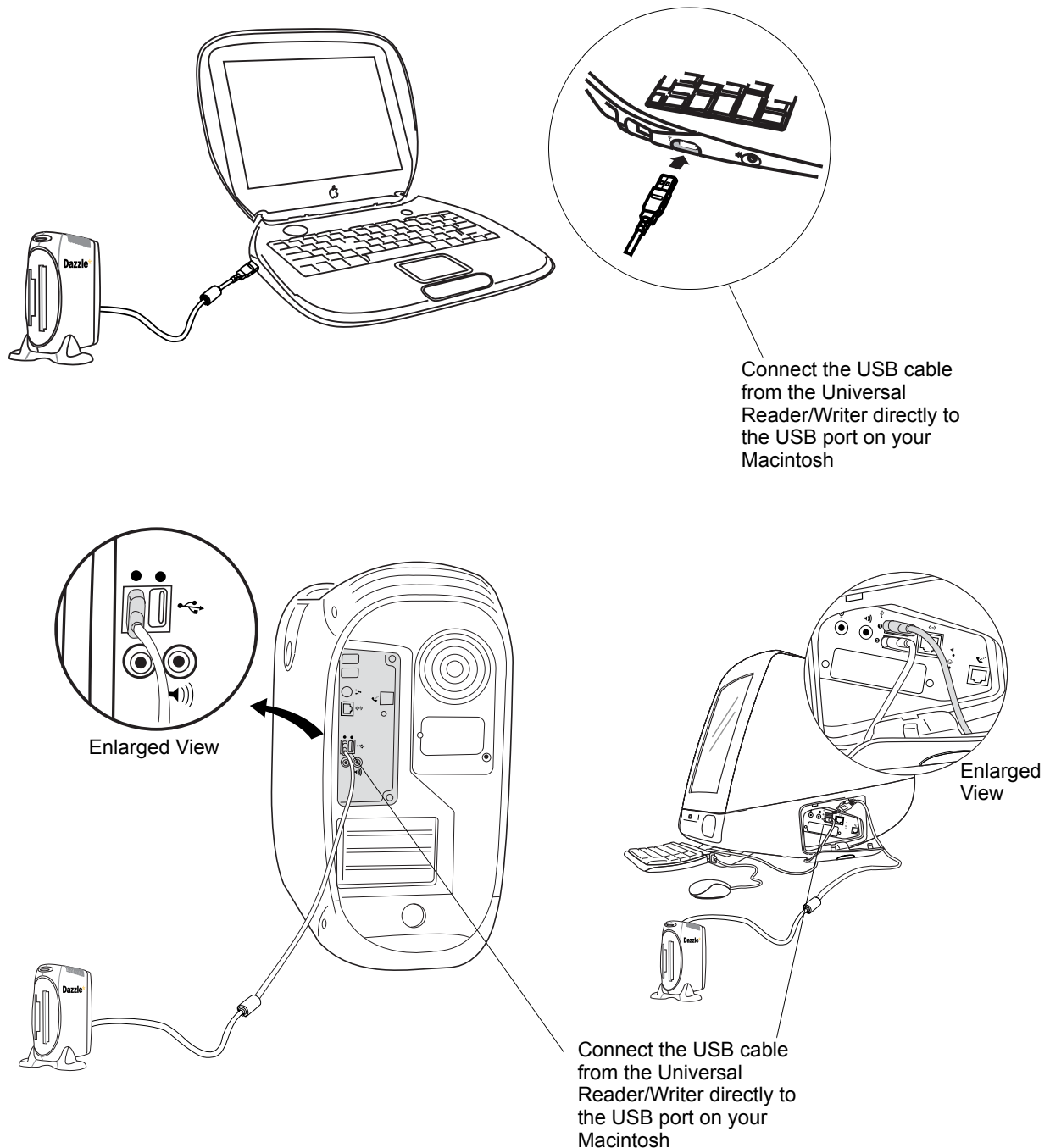
- Insert your Installation CD in your CD/DVD-ROM drive
- Open the **Acrobat Reader** Folder
- Double-click the **Reader Installer** icon
- Click the **Continue** button
- Click the **Install** button to install Acrobat Reader 5.

# Hardware Installation on a Macintosh

## Connecting to a Macintosh USB Port

Connect the USB cable (attached to the back of the Universal Reader/Writer) to the USB port on your Macintosh.

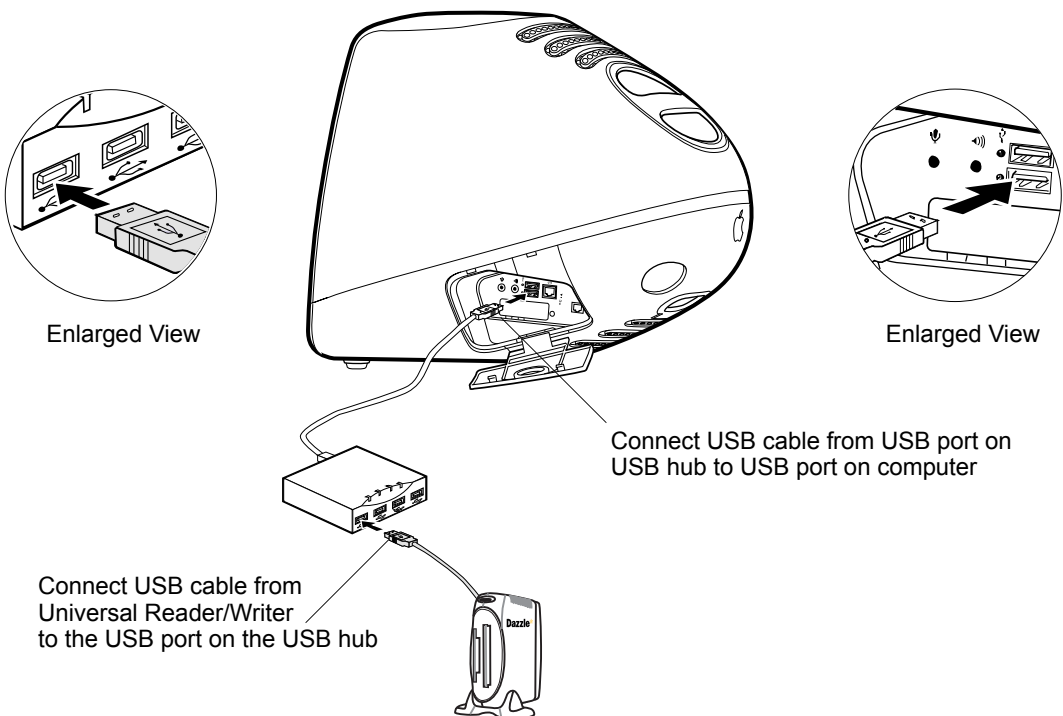
**Note:** Be sure the cable is properly aligned before connecting and do not force the connection.



## Connecting to a USB Hub

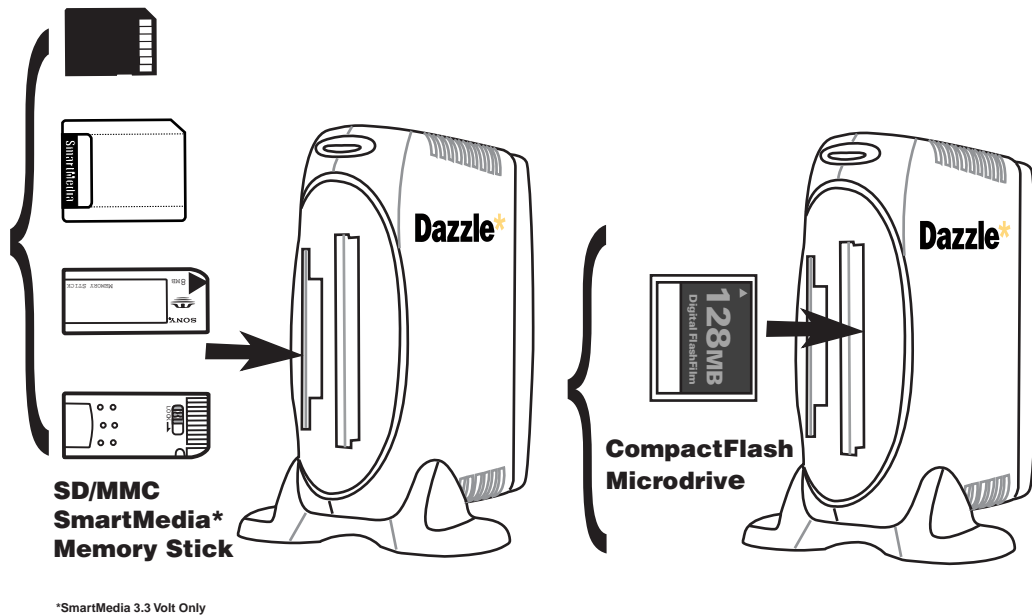
1. Connect the USB hub (purchased separately) to your Macintosh USB port.
2. Connect the USB connector of the reader/writer to a port on the USB hub.

**Note:** Be sure the cable ends are properly aligned before connecting and do not force the connection.



# Using the Universal Reader/Writer

This section explains how to use the Universal Reader/Writer with digital media cards.



## Digital Media Card Compatibility

The Universal Reader/Writer is compatible with the following digital media cards:

- SSFDC Smart Media cards (3.3 Volt only), in current capacities of up to 128MB
- All current CompactFlash cards and cards in the CF II and CF+Type II formats, such as the IBM Microdrive
- Most MultiMediaCards and Secure Digital formats
- Memory Stick and MagicGate Memory Stick media

**Note:** Secure mode of Sony MagicGate is not supported.

**Important:** The Universal Reader/Writer's left media slot accepts SmartMedia, Secure Digital, MultiMediaCard, and Memory Stick cards. You can insert only one of the four supported media types at one time.

# Inserting a SmartMedia Card

Before you insert a SmartMedia card, be sure to place the Universal Reader/Writer in its base with the Dazzle logo on the right side. If you plan on writing to or deleting from your SmartMedia card, make sure the card is not locked. To insert a SmartMedia Card, follow these steps:

1. Position the SmartMedia card in the direction shown in the illustration below.

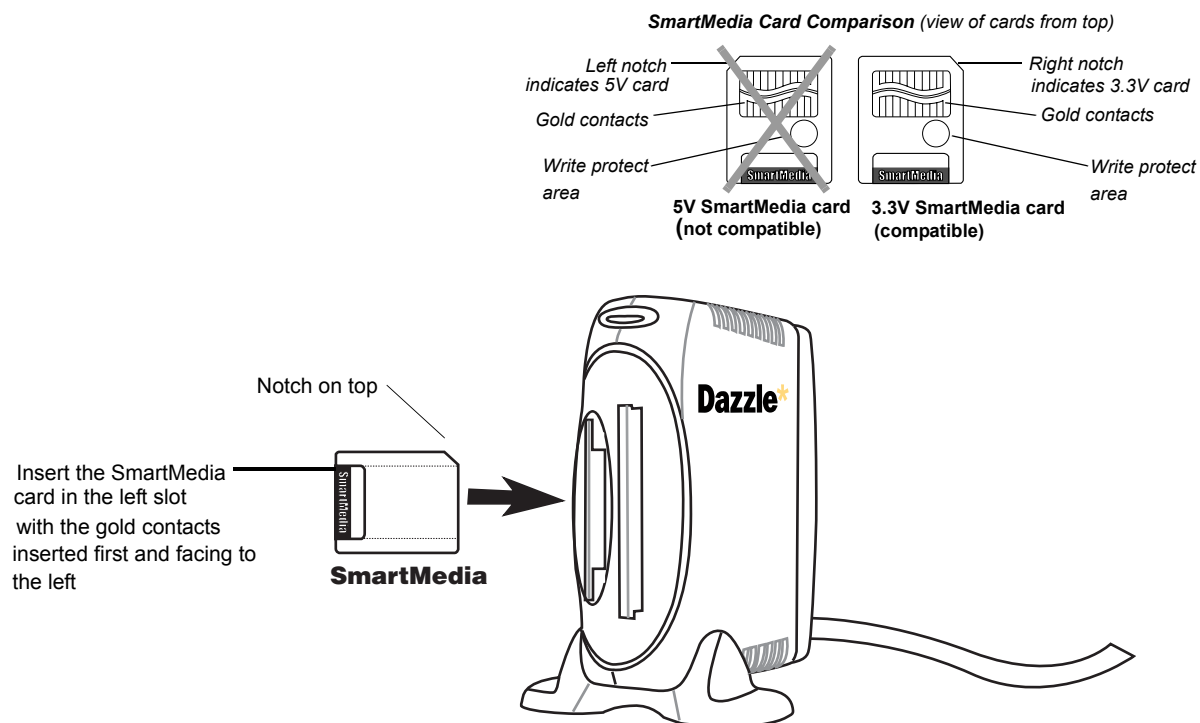
**Note:** The Universal Reader/Writer accepts only 3.3V SmartMedia cards. It does not support 5V SmartMedia cards.

2. Insert the card in the left media slot with the gold contacts on the left side. The card's notch must be located at the top corner.

Notice the notched corner of the SmartMedia card. The notch appears on the right-hand side when you are looking directly at the gold contacts on the top of a 3.3V SmartMedia card (see the illustration below).

**Caution:** Be careful not to insert the SmartMedia card in the wrong direction. Be sure to insert the SmartMedia card with the gold contacts on the left side. If it is forced in, the reader/writer or the SmartMedia card may be damaged, or data on the card may be lost or corrupted. If the computer does not recognize the media, or if it does not fit correctly, re-position the card and try reinserting it.

3. Gently push the card in all the way until it locks in place.



# Inserting a CompactFlash Card

Before you insert a CompactFlash Card, be sure to place the Universal Reader/Writer in its base with the Dazzle logo on the right-hand side. To insert a CompactFlash Card, follow these steps:

1. Position the CompactFlash card in the direction shown in the illustration below.
2. Insert the card in the right media slot with the connectors facing inward.

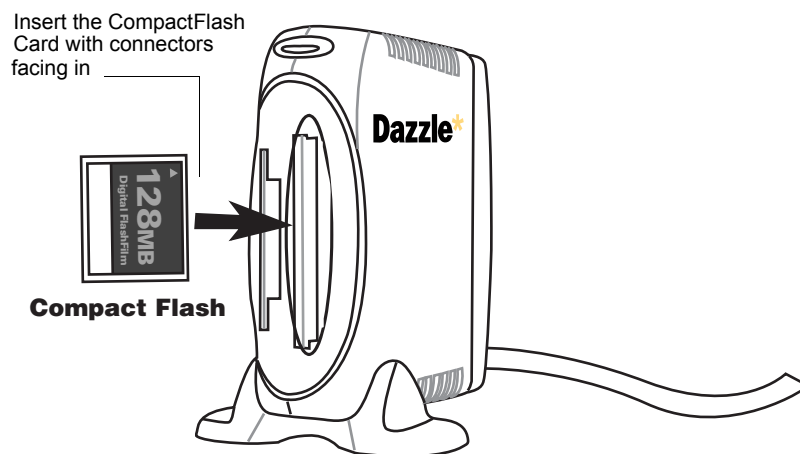
Make sure you position the card properly. All CompactFlash card manufacturers adhere to a specification that requires a positive keying of the card.

**Caution:** Be careful not to insert the CompactFlash card in the wrong direction. Make sure the connectors are facing inward and the card is not inserted upside down. If it is forced in, the reader/writer or CompactFlash card may be damaged or data on the card may be lost or corrupted.

3. Gently push the card in all the way until it locks in place.

The card slides in on the molded rails and you should feel a slight amount of resistance as the connectors make contact.

**Important:** If excessive force is required or the card just doesn't seem to fit, do not force the card in the reader. Contact the Dazzle Technical Resource Center for assistance.



# Inserting a MultiMediaCard or Secure Digital Card

Before you insert a MultiMediaCard or Secure Digital Card, be sure to place the Universal Reader/Writer in its base with the Dazzle logo on the right-hand side. If you plan on writing to or deleting from a Secure Digital card, make sure the card is not locked. To insert a MultiMedia or Secure Digital Card, follow these steps:

1. Position the MultiMediaCard or Secure Digital card in the direction shown in the illustration below.

A portion of the left media slot is designed for the insertion of MultiMediaCard/Secure Digital cards.

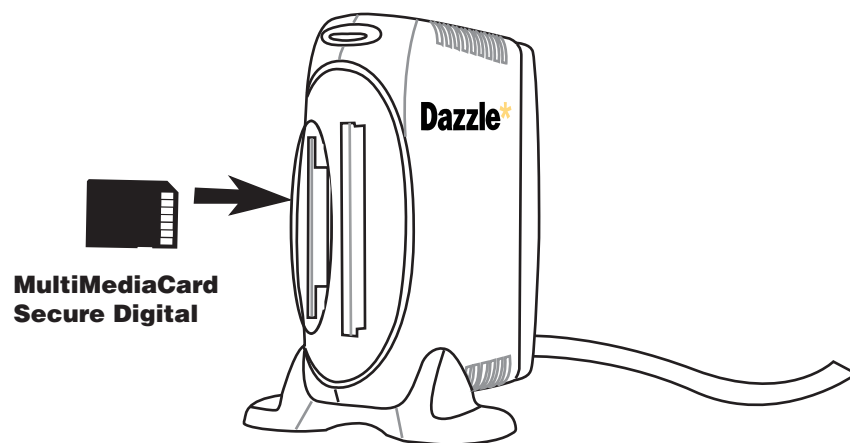
2. Insert the card in the left media slot with the gold contacts on the right side.

**Important:** Notice the notched corner of the MultiMediaCard or Secure Digital card and do not insert the MultiMediaCard/Secure Digital card in the wrong direction. To insert properly, be sure that the card's recessed notch is located in the upper corner. You should see the media's gold contacts on the right when inserting it into the slot.

3. Push the card in all the way until it locks in place.

**Caution:** Insert the card gently. If it is forced in, the reader/writer or the actual card may be damaged, or data on the card may be lost or corrupted. If excessive force is required, or the card just doesn't seem to fit, do not force the card in the reader. Contact the Dazzle Technical Resource Center for assistance.

To utilize advanced features of Secure Digital cards as well as locking and encryption features, please refer to the documentation provided with your Secure Digital card or host device.



# Inserting a Memory Stick Card

Before you insert a Memory Stick Card, be sure to place the Universal Reader/Writer in its base with the Dazzle logo on the right-hand side. If you plan on writing to or deleting from your Memory Stick card, make sure the card is not locked. The lock tab is located on the bottom of the card. To insert a Memory Stick Card, follow these steps:

1. Position the Memory Stick in the direction shown in the illustration below.

A portion of the left media slot is designed for inserting Memory Stick media cards. This portion utilizes the center of the media slot for Memory Stick insertion.

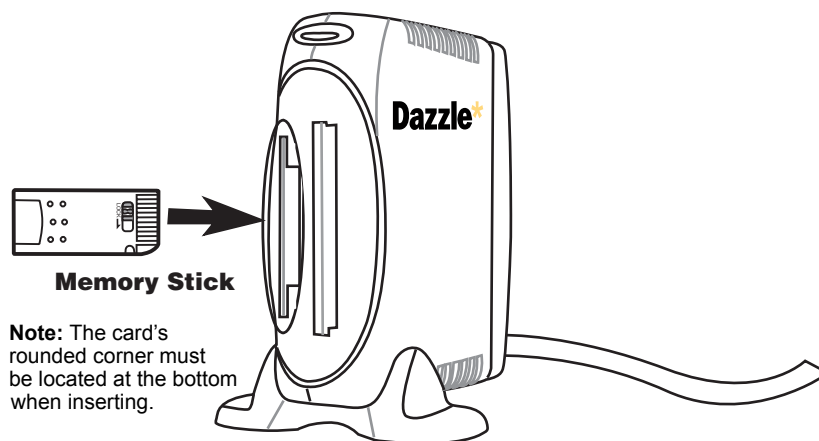
2. Insert the Memory Stick in the left media slot with the gold contacts facing to the right.

**Important:** Notice the rounded corner of the Memory Stick card and be careful not to insert the card in the wrong direction. To insert properly, be sure the card is positioned with the rounded corner on the bottom. You should see the gold contacts on the right side when inserting the media into the slot.

3. Gently push the Memory Stick in all the way until the card locks in place.

**Caution:** Insert the Memory Stick gently. If it is forced in, the reader/writer or the Memory Stick may be damaged, or data on the card may be lost or corrupted. If excessive force is required, or the card just doesn't seem to fit, do not force the card in the reader. Contact the Dazzle Technical Resource Center for assistance.

**Note:** The secure mode of Sony MagicGate is not supported.

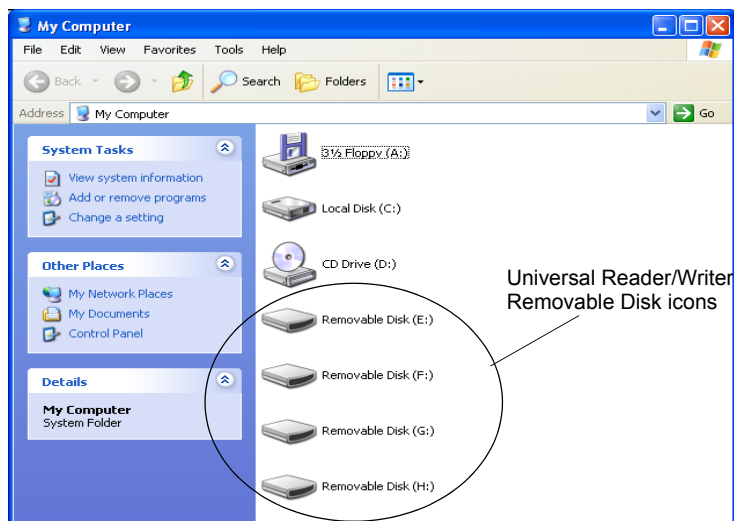




# Accessing a Card on a PC

Depending on your software version, when the Universal Reader/Writer is connected to your PC, either *two* or *four* Removable Disk icons appear in My Computer (with newly assigned drive letters). If four Removable Disk icons appear, the first icon represents CompactFlash/Microdrive cards (right slot) and the second, third, and fourth icons represent MultiMediaCard/Secure Digital, SmartMedia, and Memory Stick cards respectively (left slot). If two Removable Disk icons appear, the first icon represents the right slot (CompactFlash/Microdrive) and the second icon represents the left slot (SmartMedia, Secure Digital/MultiMediaCard, and Memory Stick). The example below shows a system with four Removable Disk icons.

**Hint:** In Windows Me, XP, or 2000, you can rename the Removable Disk icons to represent the corresponding media type. Simply right-click on the icon, select **Rename** from the popup menu, and enter the desired name.



**Note:** If you are running Windows XP and you insert a digital media card, a dialog box appears that asks what you want to do with the files on the Removable Disk. You can access the files by selecting from several options. This is a default feature of Windows XP. For all other supported versions of Windows (including XP) you can access a card as follows:

1. Double-click on the card's **Removable Disk** icon.

The contents of the media card appear. You can then access the data on the card. Digital cameras usually create one or more folders on a digital media card, which contains your digital images. To display a digital image, open the folder(s), then double-click on the icon(s) representing the digital image(s) you want to view.

**Note:** If a card is not inserted when you double-click a Removable Disk icon, a message appears that says: *Device not ready* or *Please insert a disk*. If you see this message, insert a card and try accessing the media again.

2. To transfer files between your computer and a card, use the basic Windows file transfer functions. For example, drag and drop or copy and paste files from your computer to a card or from a card to your computer.

**Important:** The Universal Reader/Writer's left slot accepts only one of the four supported media types at a time. You can insert either SmartMedia, Secure Digital, MultiMediaCard, or Memory Stick media into the left slot of the Universal Reader/Writer at any one time. However, you can use both the CompactFlash slot (right slot) and the left slot concurrently.

## Formatting a Card on a PC

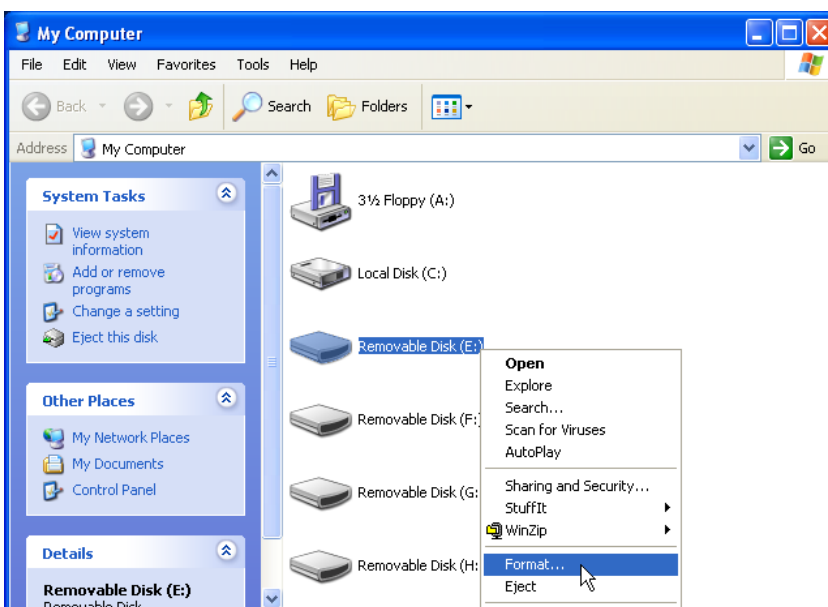
Sometimes it may be more convenient to format a digital media card in the Universal Reader/Writer rather than in your original digital device. In some cases, your device may not have a format option, or you may be required or prompted to format a card. To format a digital media card in the Universal Reader/Writer, follow the steps below.

**Caution:** Formatting a CompactFlash, SmartMedia, MultiMediaCard, Secure Digital, or Memory Stick card completely erases any data stored on the card. If there are important images or files you want to safeguard for later use, save a backup copy on your hard drive, CD-R drive, or other type of removable media *before formatting a card*.

### Formatting CompactFlash, MultiMediaCard, Secure Digital, SmartMedia and Memory Stick Cards

**Note:** The screenshots below may vary slightly from those on your computer.

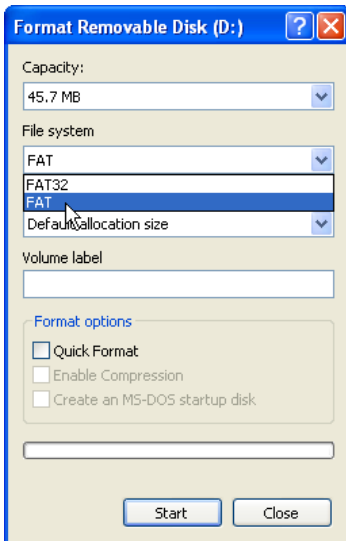
1. Right-click on the **Removable Disk** icon that corresponds to your media type, then select **Format** from the pop-up menu.



The Format window appears for your operating system.

2. Select the desired format type (Quick or Full) in the Format window.

**Important Note:** If you are using a CompactFlash card with Windows XP, choose **FAT** from the File System drop-down menu. This ensures the correct format for digital cameras and other digital devices.



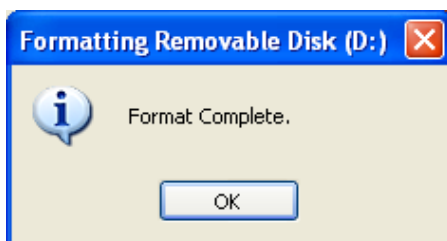
3. Click **Start** in the Format window.

A warning dialog box informs you that formatting erases all your data.



4. Click **OK** in the warning dialog box.

The formatting operation begins. When formatting is completed, a confirmation dialog box appears.



5. Click **OK** in the confirmation dialog box.

## Removing a Card on a PC

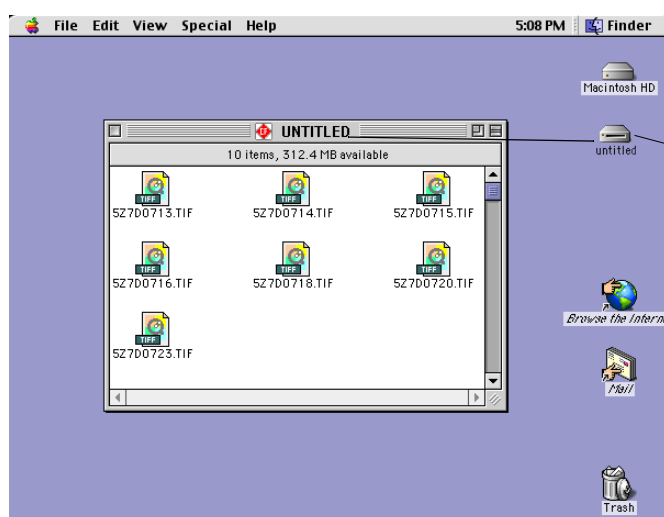
Before you remove a digital media card, make sure that the Access Indicator at the front of the Universal Reader/Writer is not flashing. The Indicator flashes when the Reader/Writer is reading or writing data on a card. Please wait until the read/write operations are complete and the Indicator stops flashing before you remove a card. Removing a card during read/write access causes lost or corrupted data. To remove a card, grasp the end of the card with your thumb and index fingers, and remove it from the appropriate slot.

## Mounting and Accessing a Card on a Macintosh

After you insert a card on a Macintosh, a distinct icon appears on the Mac OS desktop. This is the mounted state, which enables read and write operations for the card. After inserting a card, the time required for mounting depends on the type and brand of card. Usually, a card mounts on the desktop within a few seconds.

You can access a mounted card just like a floppy or other type of removable disk. Double-click the icon to open it's respective file window. For example, in the screen shot below - an IBM 340MB Microdrive was inserted into the Dazzle Universal Reader/Writer. Double-clicking on the Microdrive icon shows that it contains 10 high resolution TIF images from a professional digital camera. The images stored on this Microdrive can be copied, opened, edited, deleted, and so forth. With the Dazzle Universal Reader/Writer, audio and video files, cell phone databases, and more can now be shared easily between your digital device (camera, cell phone, MP3 player, etc.) and your Macintosh.

**Note:** The desktop below differs slightly for Mac OS X, but the procedure for accessing a card is the same.



**IMPORTANT:** If you are running Mac OS 9.x, be sure you installed the Universal Reader/Writer drivers before using the reader/writer. Also be sure the Apple "File Exchange" control panel is set to load in your system folder - you can activate it using the Apple "Extensions Manager" control panel.

# Formatting a Card on a Macintosh

Sometimes it may be more convenient to format a digital media card in the Universal Reader/Writer rather than in your original digital device. In some cases, your device may not have a format option, or you may be required or prompted to format a card. To format a digital media card in the Universal Reader/Writer, follow the steps below.

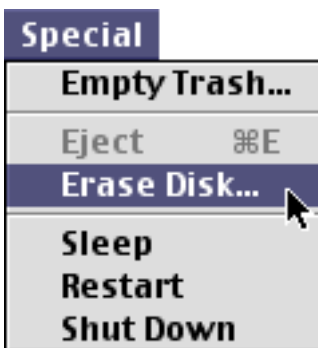
**Caution:** Formatting a card completely erases any data stored on the card. If there are important images or files you want to safeguard for later use, save a backup copy on your hard drive, CD-R drive, or other type of removable media *before formatting a card*.

## Formatting a Card Using Mac OS 9.x

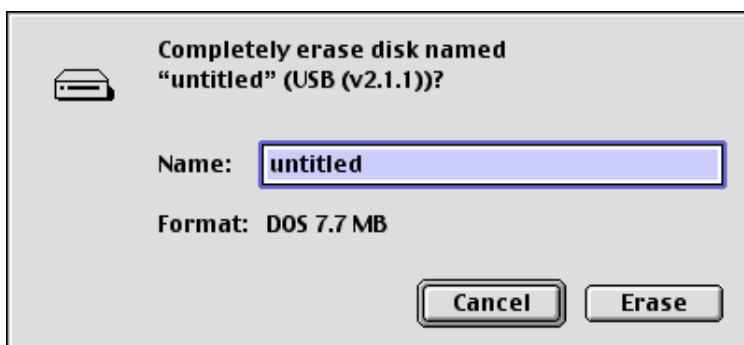
To format a digital media card in the Universal Reader/Writer using Mac OS 9.x, follow the steps below.

**Note:** The screenshots below may vary slightly from those on your computer.

1. Mount the card you want to format and click once on its icon to select it.
2. Select **Erase Disk** in the **Special** menu.



Formatting a card completely erases any data on the card. A confirmation dialog box asks whether you want to completely erase the card.

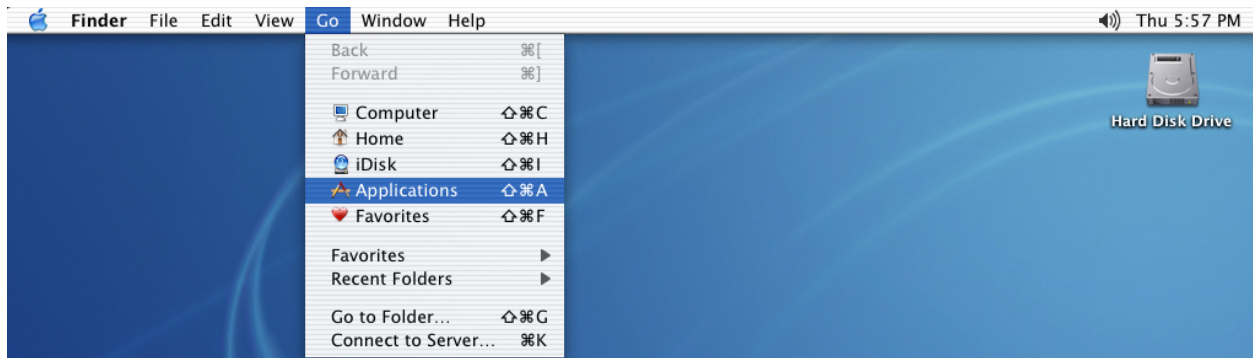


3. Click **Erase** to format the card or click **Cancel** to quit.

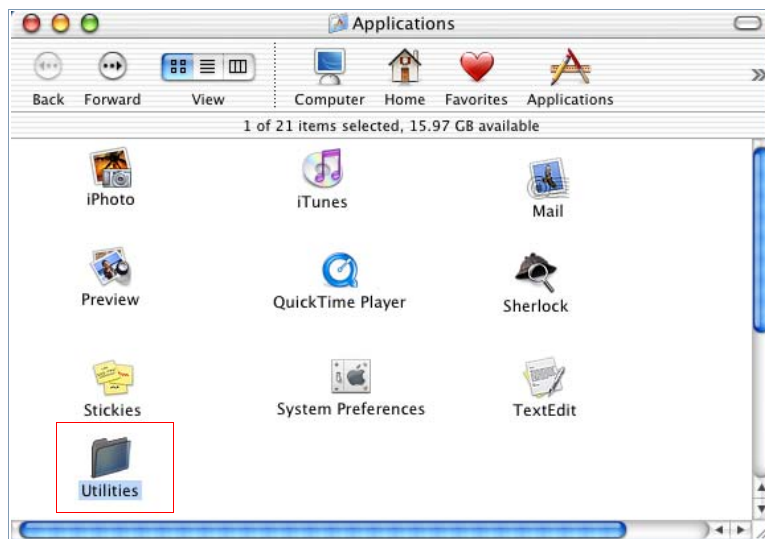
## Formatting a Card Using Mac OS X

To format a digital media card in the Universal Reader/Writer using Mac OS X, follow the steps below.

1. Choose **Applications** from the **Go** menu.



The Applications window appears.



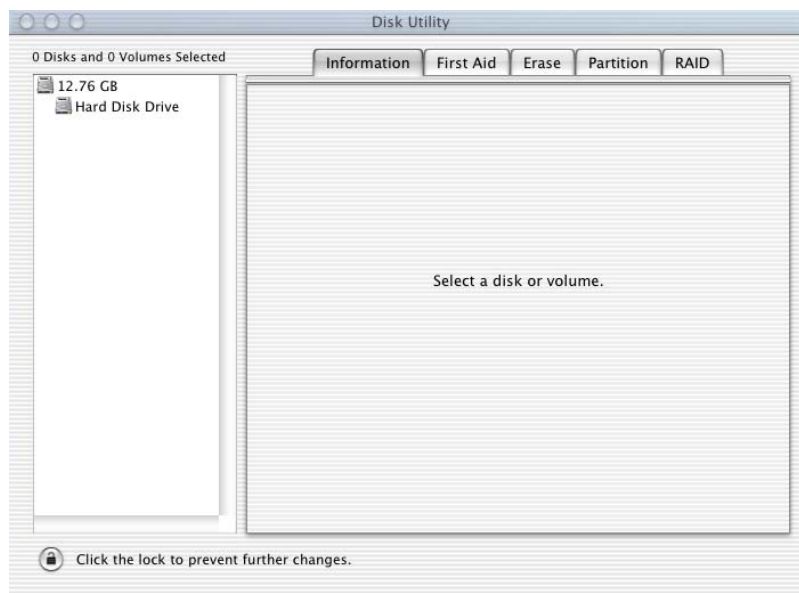
2. Double-click the **Utilities** icon.

The Utilities window appears.



**3. Double-click the **Disk Utility** icon.**

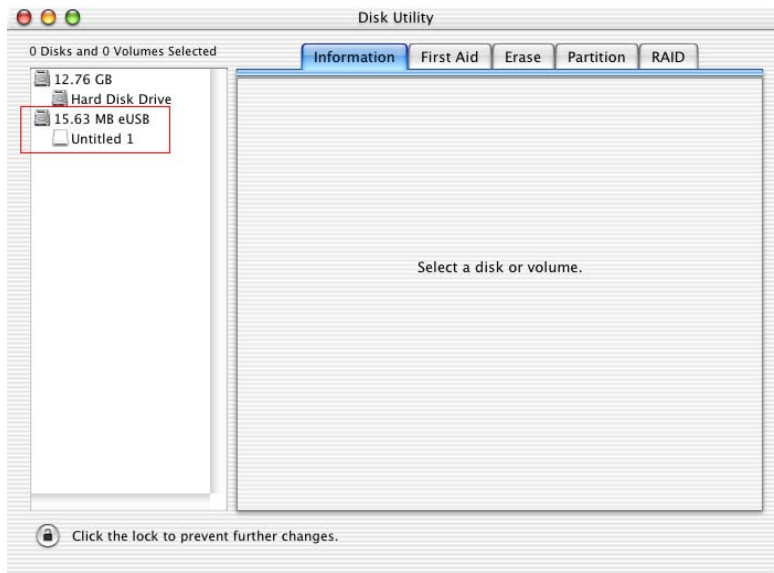
The Mac OS X Disk Utility window appears. In this window, you can test, repair, and/or erase a partition or disk.



**4.** Insert your digital media card in the Universal Reader/Writer.

The card mounts on your Mac desktop and appears as a disk icon.

The card also registers in the Disk Utility, and its disk icon and disk volume icon appear in the Disk Utility window's left pane, as shown in the example below.



**NOTE:** If the volume icon does not appear, simply click the disk icon (see the illustration below). If you insert two digital media cards in your Universal Reader/Writer, two disk icons and two volume icons appear.



———— Disk Icon

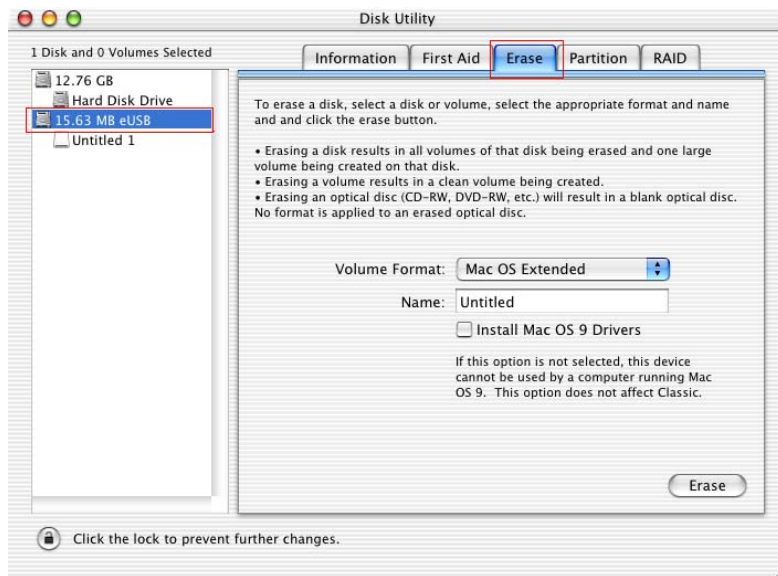


———— Volume Icon



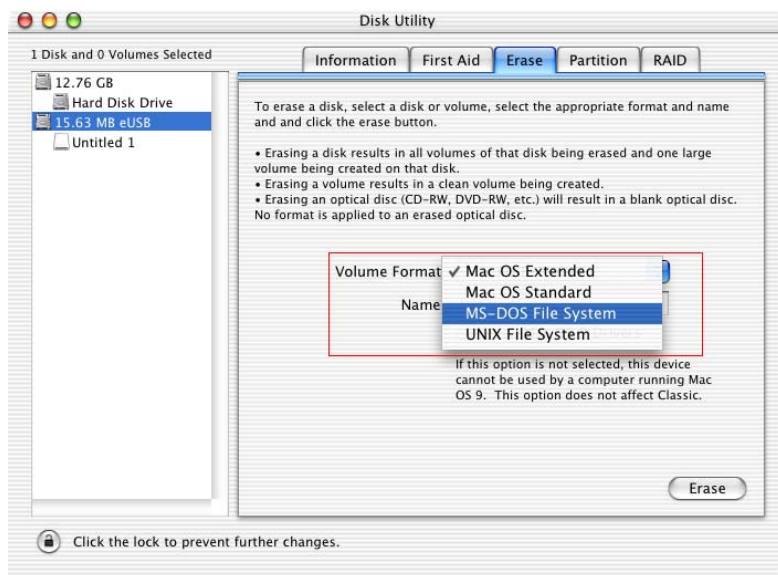
5. Select the disk icon in the Disk Utility window, then click the **Erase** tab.

The Erase instructions and related information appear in the Disk Utility window.

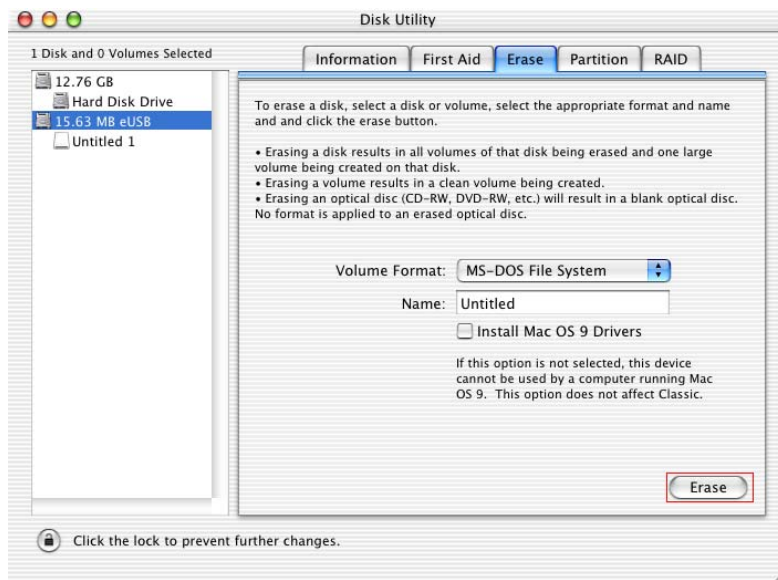


6. Click on the **Volume Format** box, then choose **MS-DOS File System** from the drop-down menu.

**Important:** Do not specify a name in the Name field. The Disk Utility retains the existing volume name or provides a default volume name. Your digital device was probably the last device to format the card and may have labeled the volume with a specific name to ensure proper operation. In such a case, if you change the volume name, you may have to re-format the card when you reinsert it in the original digital device.



7. Click the **Erase** button in the Disk Utility window.



A warning dialog box informs you that erasing the disk destroys any data on the disk.



8. Click the **Erase** button in the warning dialog box to format the card, or click **Cancel** to quit.

## Removing a Card on a Macintosh

Before you remove a digital media card, be sure that the Access Indicator at the front of the Universal Reader/Writer is not flashing. The Indicator flashes when the Universal Reader/Writer is reading or writing data on a card. Please wait until the read/write operations are complete and the Indicator stops flashing before you remove a card. Removing a card during read/write access causes lost or corrupted data.

1. To remove a card, drag the card icon and drop it onto the trash icon.

**Note:** The icons below and their desktop locations differ slightly for Mac OS X.



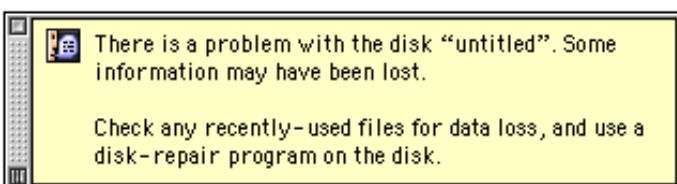
The card icon disappears from the desktop. A dialog box similar to the one below appears. It is now safe to remove the card.

**Note:** The dialog box below does not appear in Mac OS X and higher.



2. Click **OK** in the dialog box, then grasp the end of the card with your thumb and index fingers, and remove it from the appropriate slot.

**Caution:** Do not remove a mounted card without first dragging the card icon to the trash. Improper removal can corrupt the data stored on your card. If removed improperly, a warning message may state that there is a problem with the media and prompt you to check the disk for data loss.



# Troubleshooting

## Frequently Asked Questions

If you experience difficulties with your Universal Reader/Writer, please check the troubleshooting section below for possible solutions. If the problems persist, please go to [page 39](#) for information on Dazzle's North American Technical Support, or [page 40](#) for information on Dazzle's European Technical Support.

**During installation, my Universal Reader/Writer is connected to my computer's USB port, but does not find the required drivers.**

### PC

Before connecting the Universal Reader/Writer to your computer's USB port, you must install the reader/writer driver software (if required). Windows Me and XP do not require the driver installation. Driver installation is required for Windows 98 SE and 2000. The driver software for is provided on the Installation CD. For installation instructions, please refer to ["Installing the Software On a PC" on page 9](#) of this user's guide.

### Macintosh

Before connecting the Universal Reader/Writer to your computer's USB port, you must install the reader/writer driver software (if required). Mac OS 10.1.2 and above does not require driver installation (if you are running a version of Mac OS X prior to version 10.1.2, please contact Apple for an upgrade). Driver installation is required for Mac 9.x. The software for Mac 9.x is located on the provided installation CD-ROM. For installation instructions, please refer to ["Installing the Software On a Macintosh" on page 14](#) of this user's guide.

**I installed the required driver software (where necessary) and the Universal Reader/Writer is connected to my computer's USB port, but nothing happens when I insert my digital media card.**

### PC

The Universal Reader/Writer is accessed as a removable disk, as described in ["Accessing a Card on a PC" on page 25](#) of this user's guide. If you are running Windows XP, and you insert a digital media card, a dialog box asks what you want to do with the files on the Removable Disk. You can select from several options. This is a default feature of Windows XP.

When using Windows 98 SE, Me, or 2000 you must access a digital media card through its Removable Disk icon. You do this by opening My Computer where two Removable Disk icons appear that represent your Universal Reader/Writer. Double-click on the respective **Removable Disk** icon to display the contents of the media inserted in your reader/writer. This is where your digital images or data are located.

Digital cameras usually create one or more folders on a digital media card, which contains your digital images. Depending on the digital camera you have, the folder names can vary.

Double-click on the respective folder name to access the digital images located in the folder. You can display a preview by double-clicking on one of the image icons.

## **Macintosh**

After you insert a card on a Macintosh, a distinct icon appears on the Mac OS desktop. This is the mounted state, which enables read and write operations for the media. Depending on the media used, the mounting time can vary. Opening the media icon provides access to the images stored on the respective media card.

## **When I insert a digital media card in my Universal Reader/Writer, I cannot access my data.**

Begin by placing the Universal Reader/Writer in its base with the reader/writer media slots facing toward you and the Dazzle Logo on the right-hand side.

If you are using a SmartMedia card, be sure to insert the card into the Universal Reader/Writer with the gold contacts facing to the left. For more information on inserting your SmartMedia card, please refer to [“Inserting a SmartMedia Card” on page 21](#) of this user’s guide.

If you are using a MultiMediaCard or a Secure Digital card, be sure to insert the card with the gold contacts facing to the right. For more information on inserting your MultiMediaCard or Secure Digital card, please refer to [“Inserting a MultiMediaCard or Secure Digital Card” on page 23](#) of this user’s guide.

If you are using a CompactFlash card or IBM Microdrive, be sure to insert the card with the card manufacturer’s label facing to the right and the CompactFlash connectors facing inward. For more information on inserting a CompactFlash card or an IBM Microdrive, please refer to [“Inserting a CompactFlash Card” on page 22](#) of this user’s guide.

If you are using a Memory Stick card, be sure to insert the media with the gold contacts facing to the right. For more information on inserting Memory Stick cards, please refer to [“Inserting a Memory Stick Card” on page 24](#) of this user’s guide.

## **How do I copy a file from a digital media card to my computer?**

### **PC**

You can copy images and data from the Universal Reader/Writer to your computer using basic Windows file transfer functions. For example, you can drag and drop or copy and paste files from the Universal Reader/Writer to your computer.

For information regarding drag and drop, as well as copy and paste, please refer to your Windows **Help** file, or **Help and Support** in Windows XP. You can find the Windows Help file and Help and Support under the **Start** button located in the lower left corner of your desktop. After you open Windows Help, click on the **Index** tab to display the contents of Windows Help. Then scroll down to, and double-click on **copying files, folders**. To access help information in Help and Support on Windows XP, simply enter **copy and paste** in the search box.

**Macintosh**

You can access a mounted card just like a floppy or other type of removable disk. Double-click the card's icon to open its respective file window. Then hold down the option key and drag and drop the desired images from the card to the location of your choice.

**When I try to write to a Memory Stick, SD, or SM card, an error message appears.**

Make sure the card's lock tab is not in the lock position. When this tab is in the lock position, the card is locked and therefore write-protected. You cannot write to or delete from a card until you move the tab to the unlocked position.

# Technical Support

## Dazzle's North American Technical Resource Center

The Dazzle Universal Reader/Writer is easy to use and normally should not produce complications. However, if you need assistance or have questions of any kind, our trained staff members are ready to help. Visit [www.Dazzle.com](http://www.Dazzle.com) and use the **Support** menu item to access Dazzle's various support resources. We highly recommend that you use the Dazzle Interactive Knowledgebase, as this is the fastest method of accessing support resources for your Dazzle product. E-mail support is also available via our Interactive Knowledgebase.



Dazzle's Technical Resource Center can be reached 24 hours a day 7 days a week.

If you are calling for the first time, or if you are within your 30 day free technical support window (includes the date of your first support call and the 29 days following), contact Dazzle at (203) 315-4230.

If you have extended beyond your free 30 day technical support window, contact Dazzle at (800) 570-9548 (charges apply). We highly recommend having your computer nearby when calling to facilitate troubleshooting.

If you wish to contact Dazzle's Technical Resource Center via fax, you may do so at (203) 483-5985.



# Dazzle's European Technical Resource Centers

The Dazzle Universal Reader/Writer is easy to use and normally should not produce complications. However, if you need assistance or have questions of any kind, our trained staff members are ready to help. We highly recommend that you first check the Dazzle Europe website at [www.Dazzle-Europe.com](http://www.Dazzle-Europe.com) or the Dazzle German website at [www.Dazzle.de](http://www.Dazzle.de) for updates and downloads for your Dazzle product. E-mail support is also available via the Dazzle Europe and German websites..



If you have checked the Dazzle website for updates and downloads and if you have been unable to resolve your difficulties or answer your questions via E-mail, please contact the local technical resource center using the phone numbers provided below.

## Germany:

0190 89 5021 (€1, 86/Min)

## Austria:

0900 97 1124 (€1, 88/Min)

## Switzerland:

0900 57 6003 (SFR 3, 13/Min)

## France:

0 825 023 308  
(0,118 € /Min) TTC/MN



**United Kingdom:**

09062 160 180 (25p/Min)

**Italy:**

If you have checked the Dazzle website for updates and downloads and if you have been unable to resolve your difficulties or answer your questions via E-mail, please contact local support using the phone numbers listed on our website at [www.Dazzle-Europe.com](http://www.Dazzle-Europe.com). Click the **Support** link and select **Contact** from the provided menu.

**Spain:**

+34 90 112 0247